



# Backflow Prevention Program Online Services

## Instructions to “Submit a Device Upgrade Implementation Report”

**(Updated: March 2021)**



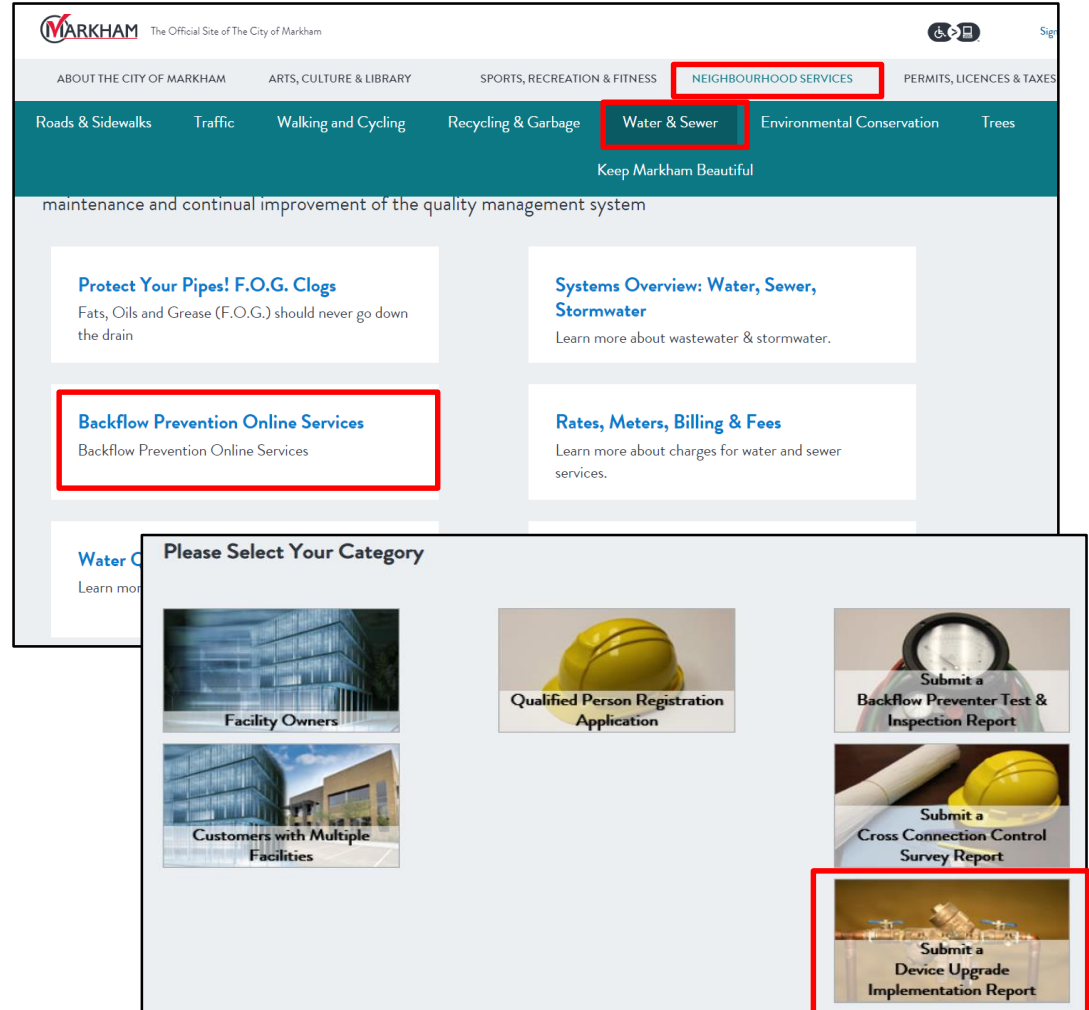
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# Use “Submit a Device Upgrade Implementation Report” function

1. Go to [www.markham.ca](http://www.markham.ca)
2. Follow the path:  
*“Neighbourhood services”*  
→ *“Water & Sewer”* →  
*“Backflow Prevention Online Services”*.
3. Click *“Submit a Device Upgrade Implementation Report”* icon.





# “Log in” to your Registration Account

1. Log in with your account info issued by the City of Markham.

*Account ID* is assigned by the City.

*Certification No.* is your OWWA Backflow Tester Certification Number.

2. Click “*Login*” button.

Account ID

Certification No.

**Note:** You must register with the City of Markham first. Otherwise, you can not use this System.



# “Saved/Submitted Device Upgrade Reports” Window

Registered Qualified Person - Login

The Backflow Prevention Program Online Services allows "Qualified Persons" registered with the City of Markham to submit Device Upgrade Implementation Reports for facilities enrolled in our Backflow Prevention Program.

**Saved Device Upgrade Reports Found in your Account**

If you want to load and continue it, click on the report in the table below. Otherwise, click "Create New Report".

Updated	Facility ID & Address	Status	Expiry Date
2019-06-16	12709 [185 Denison St [(147 & 171 Denison) Units 147-193]]	Submitted	2019-07-16

[Create New Report](#)

Home Page - Backflow Prevention Program Online Services    Login

The personal information on this form is collected under the authority of the Municipal Act, 2001. The information collected will be used by the City of Markham to administer Markham's Backflow Prevention Program and enforce the Backflow Prevention By-law #2012-27. Questions about this collection can be directed to the Environmental Services Department, City of Markham, 8100 Warden Avenue, Markham, ON, L6G 1B4, 905-475-4862, backflow@markham.ca.

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- *This window does not show if no Device Upgrade Report was saved in your account or submitted through your account.*
- *Those saved or submitted Reports are kept in your account only for 30 days. After 30 days, the System will delete those Reports automatically.*
- Click on a saved or submitted Report if you wish to edit/change before your submission or resubmission.
- Otherwise, click **“Create New Report”**

*Note: Edits/changes you made to a saved or submitted Report will not be received by the City until you submit that Report.*



# On “Current Registration Info” Page (1) – Ensure No Expired Certificate

**Current Registration Information**

Dear John Doe Your current registration documentation with Markham are listed below.  
Your Company's Email Address: backflow@markham.ca

**A. Company's Plumbing Contractor License:**

1. Plumbing Contractor License No.	1234567890
2. Plumbing Contractor License Expiry Date:	Jan 01, 9999
3. Is this Certificate expired?	No

**B. Liability Insurance Certificate:**

1. Insurance Company Name:	
2. Insurance Policy No.:	
3. Insurance Policy Expiry Date:	Oct 31, 2018
4. Is this Certificate expired?	Yes

**C. OWWA (or equivalent) Cross Connection Control Tester Certificate:**

1. Certificate No.:	566
2. Certificate Expiry Date:	Jan 01, 2021
3. Is this Certificate expired?	No

**D. Plumber, Professional Engineer or Other Types of Trade Certificate:**

1. Type of Trade Certificate:	Plumber
2. Certificate No.:	306A-121212
3. Certificate Expiry Date:	Jan 01, 2021
4. Is this Certificate expired?	No

**E. Backflow Preventer Testing Equipment(s) Certification:**

No of Active Testing Equipment: 1

#	Make	Model	Serial No.	Expiry Date	Expired?
Kit 1	Conbraco	40-200-TK5U	12121313	Jun 15, 2021	No

You have expired certificate(s). Your registration is suspended. You cannot submit any backflow related reports until you su



1. Confirm all certificates & their expiry dates are correct.

Note: If any certificate is expired, the system will not allow you to submit any Backflow Reports.

2. Scroll to bottom and click “Next>” button.

Note: If any certificate are expired, please follow pg. 7, if not proceed to pg. 8



## On “Current Registration Info” Page (2) – Upload Renewed Certificates



If you want to update your Current Registration Information, please upload your renewed certificates in .pdf format below.

**Upload Files**

File Name

There are 0 submissions.

**Upload**

You may also submit comments regarding your current registration.

Comments

**Submit**

**Add Entry**

File Name

Attachment ID

Attachment

Select File: **Choose File** No file chosen

**Add** **Cancel**

**Note** : A Plumber License issued or renewed by the Ontario College of Trades may not have an expiry date on the "Certificate of Qualifications". Please click the "Submit Files/Comments & Exit" button below to submit your uploaded files/comments to the City for review.

**Submit Files/Comments & Exit** **Print** **Next >**

1. Click green “+” icon to open a “*Add Entry*” window.
2. Click “*Choose File*” button to select your renewed certificates.
3. Click “*Add*” button to upload your selected files to the system.
4. Click “*Submit File/Comments & Exit*” button to submit those files to the City.

Note: After the submission, the system will show a “*Registration Update Received*” page & the City will update your info within 2 - 3 business days.



## On “Facility ID & Contact Person” Page

### Facility ID & Contact Person

Qualified Person's Name: John Doe Company's Email: 123markham@hotmail.com

#### 1. Facility ID

Please enter the Facility ID. Then, click "Check Facility ID" button to verify it is the correct Facility Address you did the Device Upgrade work for. (Note: The City issued the Facility ID to the property owner. You can get it from your client).

\* Facility ID:

Facility Name & Address: Backflow Prevention - Dummy Facility 1 Dummy St

#### 2. Facility Contact

Please enter the Facility Contact who is aware of your Device Upgrade Implementation work.

(\* indicates required fields.)

\* Facility Contact Person's Name:

\* Company:

\* Phone:  \* Email:

Note: Please separate two emails by a semicolon

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1. Enter *Facility ID*. Click “*Check Facility ID*” button to ensure the facility name & address is correct.
2. Enter all required *Facility Contact info*.
3. Scroll to bottom and click “*Next>*” button.

**Note: The “Next”> button will not work if you:**

- forget to enter data in some mandatory field \*. **OR**
- forget to click “*Check Facility ID*” button.





# On “List of Outstanding Device Upgrades” Page

## List of Outstanding Device Upgrades

Qualified Person's Name: John Doe  
Company's Email: 123markham@hotmail.com  
Facility ID: 13838  
Facility Name & Address: Backflow Prevention - Dummy Facility 1 Dummy St

The City has the following Survey records for the Facility.  
(Note: If the data is blank, it means the City has no Survey records for the Facility.)

Date of last Cross Connection Control Survey Report (DD/MM/YYYY): Jun 17, 2019

The Cross Connection Control Survey Report(.pdf): [223697022509.pdf](#)

1

The following Device Upgrade Items are required by the above Survey and need to be implemented. Please review and go to next page by clicking the "next" button.

### \* Premise Isolation(s):

Type of Premise Isolation	Device Location	Hazard Level	Existing Protection Type	Serial No	Date of Last Test	Protection Acceptable? (Y/N)	Recommended Upgrade Type	Comments
Domestic	After the meter	Mod	DCVA	555555	Sep 14, 2018	N	RP	

### \* Area, Zone or Source Isolation(s):

Building/Unit Name & Building Use	Location & Type of Cross Connection	Hazard Level	Existing Protection Type	Serial No.	Date of Last Test	Protection Acceptable? (Y/N)	Recommended Upgrade Type	Comments
Unit #3 - Pet Grooming Services	Washing Stations	Mod	AVB	413215845	Sep 03, 2017	N	RP	2" RP
Unit #1 - Coffee Shop	Ice maker	Mod	NONE	N/A		N	DCVA	1/2" jllgjdflkgjbo9

2

3

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Print This Page

Next >

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Note: This page doesn't need your data entry. It needs your review on those Device Upgrade items from the Survey Report and populated to those two tables.

1. Click the link to open the “Cross Connection Survey Report” PDF file to ensure your device upgrade work matches the Survey Report.
2. Ensure all Device Upgrade items listed in those two tables *match* the related info on the “Cross Connection Survey Report”.
3. Scroll to bottom and click “Next>” button.



# On “Device Upgrade Implementation Form” Page (1) - Enter Data for a Listed Device Upgrade

## Device Upgrade Implementation Form

**Qualified Person's Name:** John Doe  
**Company's Email:** 123markham@hotmail.com  
**Facility ID:** 13838  
**Facility Name & Address:** Backflow Prevention - Dummy Facility 1 Dummy St

### Instructions to complete your Device Upgrade Implementation Form:

- All outstanding device upgrades required by the Survey are listed in the following table.
- Please double-click a row in the table to enter your implementation info for that item.
- Please complete all columns of the table for that item that you have "Implemented".
- For items that you haven't implemented, you must provide the reason in the "Comments" column.
- If you implemented more device upgrades required by the Survey, please click "+" below the table.

### 3. Device Upgrade done for Premise Isolation(s):

Upgrade Status	Type of Premise Isolation	Location of Device	Upgrade Recommendation	Date of Implementation	Device Upgrade Installed	Serial Number
Unimplemented	Domestic	After the meter	RP			
<span style="border: 1px solid red; padding: 2px;">2</span>						

Note: The System will populate all Device Upgrade items required by the Survey Report to this table. You only need to enter your device upgrade work for those items.

1. Select a upgrade item in the table.
2. Click the icon to open the “Edit Entry” window.

Tip for Steps 1 & 2:  
Double click a upgrade item you wish to edit. The “Edit Entry” window will open for you.



## On “Device Upgrade Implementation Form” Page (2) - Enter Data for a Listed Device Upgrade (continued)

the following table.

- Please double-click a row in the table to enter your implementation info for that item.

### Edit Entry

**\* Upgrade Status**

Unimplemented **1**

**Implemented**

**Type of Premise Isolation**

Domestic

**\* Location of Device** **2**

After the meter

**Serial No.** **3**

D7568568

**Recommended Upgrade Type** **4**

RP

**\* Date of Implementation**

Jun 18, 2019 **5**

**\* Initial Test Report Submitted to the "Online Services" website (Y/N)**

Y  N

**Date of Initial Test**

Jun 18, 2019

**Building Permit #**

5689730

**Note:** "Serial No.", "Date of Initial Test" and "Building Permit #" fields are required for RP, DCVA, PVB or SRPVB.

**Comments** **6**

2" implemented ikljoio [pkl k

If the Item is not implemented, select “Unimplemented” & explain in “Comments” area.

If the Item is implemented, do the following:

1. Select “Implemented” .
2. Enter “Location of Device” & “Serial No.” if applicable.
3. Enter “Date of Implementation” by clicking calendar icon.
4. Enter “Type of Device Upgrade Installed” by using drop-down menu.
5. Click “Y” or “N” to indicate if the initial Test Report was submitted. If so, enter “Date of Initial Test”.
6. Click “Save” button to close window.

**Note:** "Serial No.", "Date of Initial Test" and "Building Permit #" fields are required for RP, DCVA, PVB or SRPVB.



# On “Device Upgrade Implementation Form” Page (3) - Enter Data for a Non-Listed Device Upgrade

3. Device Upgrade done for Premise Isolation(s):

Upgrade Status	Type of Premise Isolation	Location of Device	Upgrade Recommendation	Date of Implementation	Device Upgrade Installed
Unimplemented	Domestic	After the meter	RP		

+ [Add Entry Icon]

Add Entry

\* Upgrade Status  
 That Upgrade is not on the Survey

\* Type of Premise Isolation  
 Fire System

Initial Test Report submitted to the "City of Markham Fire Services" website (Y/N)  
 Y  N

Date of Initial Test

\* Location of Device  
 Fire Line

\* Recommended Upgrade Type  
 Not Applicable

\* Date of Implementation  
 Jun 18, 2019

Type of Device Upgrade Installed  
 SCVAF - Single Check Valve for Fire Protection Sy:

Building Permit #

Note: "Serial No.", "Date of Initial Test" and "Building Permit #" fields are required for RP, DCVA, PVB

Comments

Add Cancel

If you did a Device Upgrade work that is not listed in the Table, do the following:

1. Click the + sign to open a “Add Entry” window.
2. Enter the “Location of Device” & “Serial No.” if available.
- 3(a) Enter “Type of Premise Isolation” by using drop-down menu.
- 3(b) Enter “Date of Implementation” by clicking calendar icon
- 4(a) Check “Y” or “N” if the initial Test Report was submitted to the City.
- 4(b) If so, enter the “Date of Initial Test”.
5. Indicate the “Type of Device Upgrade Installed” by using the drop-down menu.
6. Click “Add” button to “Add Entry” window.

**Note:** "Serial No.", "Date of Initial Test" and "Building Permit #" fields are only required for RP, DCVA, PVB or SRPVB type of device.



# On “Device Upgrade Implementation Form” Page (4) – “Save and Exit” button

**3. Device Upgrade done for Premise Isolation(s):**

Upgrade Status	Type of Premise Isolation	Location of Device	Upgrade Recommendation	Date of Implementation	Device Upgrade Installed
Implemented	Domestic	After the meter	RP	Jun 18, 2019	RP

+

**4. Device Upgrade done for Area, Zone or Source Isolation(s):**

Upgrade Status	Building/Unit Name & Building Use	Location & Type of Cross Connection	Upgrade Recommendation	Date of Implementation	Device Upgrade Installed
Implemented	Unit #3 - Pet Grooming Services	Washing Stations	RP	Jun 18, 2019	RP
Implemented	Unit #1 - Coffee Shop	Ice maker	DCVA	Jun 18, 2019	DCVA

+

**Note for "Save and Exit" button** - It will save your incomplete Form in this website and log you out. The saved Form will be retrieved on your next login. It allows you to return to the Form to complete the Form through multiple data entries and validations prior to your submission. **1**

< Previous      Save and Exit      Next >      Chat with us

If you did all data entry & wish to submit the Report, click “Next>” button.

If you did partial data entry & wish to come back for completion & submission, click “Save & Exit” button.

1. After clicking “Save and Exit” button, the System will save your partial data entry and log you out.

**Note:** All saved Reports are kept in your account only for 30 days. After 30 days, the System will delete them automatically.



## On “Confirmation of Device Upgrade Report” Page

- An overview of your data entry will be displayed.
- Review all data entries before your submission.

Your company email address in the City's database is 123markham@hotmail.com

\* Would you like to receive the City's response for your submission through this email?  
 Yes  No

\* Email  
newemail@email.ca

\* Confirm Email Address:  
newemail@email.ca

IN ORDER TO USE THIS ONLINE SERVICE, USERS ARE REQUIRED TO INDICATE THAT THEY HAVE READ AND ACCEPT THE CITY OF MARKHAM'S "TERMS OF USE AND PRIVACY POLICY". ON THE "I HAVE READ AND AGREE" CHECKBOX BELOW, YOU ARE AGREEING TO BE BOUND BY THE CITY OF MARKHAM'S "TERMS OF USE AND PRIVACY POLICY".

I have read and agree to the terms and conditions above and to the City of Markham's [Terms of Use & Privacy Policy](#).

< Previous      Print      Submit

Callout 1: Points to the "No" radio button and the email address textboxes.

Callout 2: Points to the checked checkbox for terms and conditions.

Callout 3: Points to the "Submit" button.

1. Ensure the email address in the City's database is correct. If it is incorrect, click “No” and enter correct email address in textboxes as displayed.
2. Click on the check box if you agree with the “City of Markham's Terms of Use and Privacy Policy”.
3. Scroll to bottom and click “Submit” button.



# On "Device Upgrade Report Submission Received" Page(1)

## Device Upgrade Report Submission Received

**Qualified Person's Name:** John Doe  
**Company's Email:** 123markham@hotmail.com  
**Facility ID:** 13838  
**Facility Name & Address:** Backflow Prevention - Dummy Facility 1 Dummy St

Your Device Upgrade Implementation Report has been submitted to the City of Markham - Environmental Services Department for review and process.

**Reminder:** You must submit Test Reports for all newly installed testable devices.

If you want to submit another Device Upgrade Implementation for another facility, please select "Another Facility".

Another Facility

If you have completed all Device Upgrade Implementation reports, please select "Log out".

Log out

If you want to submit other types of backflow prevention reports

- If your submission is successful, the System will (1) show this page & (2) email you a PDF file (i.e. your Device Upgrade Report) with a submission #.
- Otherwise, none of them will happen.

Tue 6/18/2019 4:27 PM

backflow@markham.ca

Device Upgrade Implementation Report for Facility ID 13838

To Bhattarai, Surabhi

223789601095.pdf  
16 KB

Enterprise Vault

Device Upgrade Implementation Report for Facility ID 13838 - 223789601095

**Device Upgrade Implementation Report**

Qualified Person: John Doe  
Company: XYZ Mechanical Limited

OWWA Cert. No.: 566  
Phone No.: 905-477-7000

06/18/2019  
Confirmation #: 223789601095

1. Facility ID & Contact Person  
Facility ID: 13838  
Contact Person Jane Doe  
Phone: (123) 456-7890  
Facility Name & Address: Backflow Prevention - Dummy Facility 1 Dummy St  
Company Name: Online Submission Training Inc  
E-mail: jane.doe@ost.ca

2. Date of Corresponding Survey Report  
Date of Survey: Jun 17, 2019

3. Device Upgrade done for Premise Isolation(s)

Upgrade Status	Type of Premise Isolation	Location of Device	Upgrade Recommendation	Date of Implementation	Device Upgrade Installed	Serial No.	Date of Initial Test	Initial Test Report submitted online (Y/N)?	Comments/Building Permit
Implemented	Domestic	After the meter	RP	Jun 18, 2019	RP	D75 6856 8	Jun 18, 2019	Y	2" implemented ikljojo [pkl k   5689730

4. Device Upgrade done for Area, Zone or Source Isolation(s)

Upgrade Status	Building/Unit Name & Building Use	Location & Type of Cross Connection	Upgrade Recommendation	Date of Implementation	Device Upgrade Installed	Serial No.	Date of Initial Test	Initial Test Report submitted online (Y/N)?	Comments/Building Permit
	Unit #3 - Pet					534			





## On “Device Upgrade Report Submission Received” Page(2)

### Device Upgrade Report Submission Received

**Qualified Person's Name:** John Doe  
**Company's Email:** 123markham@hotmail.com  
**Facility ID:** 13838  
**Facility Name & Address:** Backflow Prevention - Dummy Facility 1 Dummy St

Your Device Upgrade Implementation Report has been submitted to the City of Markham - Environmental Services Department for review and process. **1**

**Reminder:** You must submit Test Reports for all newly installed testable devices.

If you want to submit another Device Upgrade Implementation for another facility, please select "Another Facility".

If you have completed all Device Upgrade Implementation reports, please select "Log out".

If you want to submit other types of backflow prevention reports (i.e. Test Reports and Survey Reports), please return to the "Backflow Prevention Program Online Services - Home Page" and select your appropriate category. **3**

Another Facility

Log out

Backflow Prevention Program  
Online Services - Home Page

### Note:

After you submitted a “Device Upgrade Report”, you have 3 choices to proceed next step.

1. Click *“Another Facility”* button if you wish to submit a “Device Upgrade Report” for other facility.
2. Click *“Log out”* button if you complete your submissions.
3. Click *“Backflow Prevention Program Online Services – Home Page”* if you wish to submit other types of backflow report.